



Thai Airways International Public Co. Ltd.
(Incorporated in Thailand with Limited Liability)
24A United Centre, 95 Queensway, Hong Kong.
Tel: 2179-7700 Fax: 2179-7600

2nd March 2020

Special Handling of Ticketing due to Coronavirus Outbreak in Wuhan (COVID-19)

In view of the Coronavirus outbreak in Wuhan (COVID-19), entry restrictions imposed on 27Jan2020 has profound impact on passengers travelling in and out of Hong Kong. Please be advised the ticket handling procedures for TG passengers holding TG tickets (217 documents) as follows:

For TG Documents issued **before 28Jan2020** for travel with TG 3 digits and TG 4 digits operated by WE between BKK/HKT and HKG with travel period to/from HKG during **24Jan2020-30Apr2020**.

A. Reservation Change:

Sector to/from Hong Kong (HKG)

- Authorize to change date of travel within ticket validity or extend ticket validity until **15Dec2020** only without fee and surcharge(s).
- Revised (NEW) travel date must be on/before **15Dec2020** and subject to flight availability.
- Request of the change must be made on/before **15Dec2020**.

B. Rerouting/Reissued :

- Authorize to reissue ticket within its validity or extend ticket validity until **15Dec2020** only without fee and surcharges for sector to/from HKG to any sectors, operated by TG 3 digits and /or TG 4 digits operated by WE.
- The reissued request must be made on/before **15Dec2020**.
- Recalculation shall be corresponding to the original fares and Taxes, Fees and Charges paid.
 - Any additional amount to be collected (e.g. fares, tax(es), surcharges) differences and/or other expenses occurred are on passenger's account.

C. Cancellation and/or Refund before departure Applied

- If the **request** of ticket cancellation and/or ticket refund is occurred before departure, any penalty/charges on the cancellation and/or refund transaction as stated on attached fare rule/conditions are applied. Waiver of the penalty/charges is not permitted.

D. Royal Orchid Plus (ROP) Redemption Tickets:

Please contact our ROP department at 2179 7700 (press 3) or reservation department at 2179 7777 for further details.

Please contact TG ticketing and reservation department for ticket revalidation.

Email: hkghf@thaairways.com.hk (Reservation)

hkght@thaairways.com.hk (Ticketing)